

County of Los Angeles – Department of Mental Health  
*Service Area 3*

Quality Improvement Committee Meeting

April 15, 2015

9:30 am – 11:30 am

**AGENDA**

- |   |                   |
|---|-------------------|
| I Welcome and Introductions                     | Bertrand Levesque |
| II Review of the Minutes                        | Bertrand Levesque |
| III QI/QA Process-San Gabriel Children's Center | Rebecca de Keyser |

**Quality Improvement**

- |   |                                       |
|---|---------------------------------------|
| I QI Process                                  | Elizabeth Owens/<br>Bertrand Levesque |
| II Safety Intelligence                        | Elizabeth Owens                       |
| III Medication Issues –Policy                 | Elizabeth Owens                       |
| IV Cultural Competency-Under Rep. Ethnic Pop. | Mark Borkheim                         |
| V Patient Rights-Grievance                    | Elizabeth Owens                       |
| VII Beneficiary Acknowledgement of Receipt    | Bertrand Levesque                     |
| VI Test Calls                                 | Elizabeth Owens                       |
| VII MSIP DATA                                 | Greg Tchakmakjian                     |
| VII Training-Sexual Exploitation of Children  | Gassia Ekizian                        |
| VIII Policy Update                            | Gassia Ekizian                        |

**Quality Assurance Liaison Meeting**

- |  |                   |
|--|-------------------|
| I DSM 5 and ICD9/10                    | Gassia Ekizian    |
| II Waivered Psychologist               | Gassia Ekizian    |
| III DMH Training & State Training-Doc. | Bertrand Levesque |
| IV IBHIS- Chart Review                 | Bertrand Levesque |
| V Update Code H2010                    | Gassia Ekizian    |
| VI Form Bulletin                       | Gassia Ekizian    |

**Other Issues**

- |                 |                   |
|-----------------|-------------------|
| I Announcements | All               |
| II Adjournment  | Bertrand Levesque |

**Next Meeting: May 20, 2015 at Enki, 3208 Rosemead Blvd  
2<sup>nd</sup> Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 3  
QUALITY IMPROVEMENT DIVISION**

|                          |  |                       |                     |                        |
|--------------------------|--|-----------------------|---------------------|------------------------|
| Type of Meeting          | Service Area 3 QIC   | Date                  | 4/15/2015           |                        |
| Place                    | ENKI - 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731. | Start Time:           | 9:30 am             |                        |
| Chairperson<br>Co-Chairs | Dr. Bertrand Levesque<br>Mrs. Gassia Ekizian<br>Mrs. Elizabeth Owens   | End Time:             | 11:04 am            |                        |
| Members Present          | Misty Aronoff  | Alma                  | Windy Luna-Perez    | Ettie Lee              |
|                          | Judy Law   | Alma                  | Gassia Ekizian      | Foothill               |
|                          | Yesenia Zacarias   | Almansor              | Tiffani Tran        | Five Acres             |
|                          | Sharon Scott   | Arcadia               | Katie McGevna       | Five Acres             |
|                          | Fernando Reyes   | Bienvenidos           | Debbie Jih          | Hathaway               |
|                          | Emily Dual   | Bienvenidos           | Stella Tam          | Heritage               |
|                          | Dina Delgado   | Bienvenidos           | Laura Jimenez       | Hillsides              |
|                          | Mark Rodriguez   | Bridges               | Eka Childs          | Homes for Life         |
|                          | Leslie Shrager   | Children's Bureau     | Tammie Shaw         | Maryvale               |
|                          | Erin Grierson  | Crittenton            | Vivian Chung        | Prototypes             |
|                          | Kelli Micheau  | Crittenton            | Nicole Unrein       | Prototypes             |
|                          | Paula Randle   | David & Margaret      | Natasha Stebbins    | PUSD                   |
|                          | Bertrand Levesque  | DMH                   | Diana Scott         | Rosemary               |
|                          | Greg Tchakmakjian  | DMH                   | Kristie Summerville | Rosemary               |
|                          | Marc Borkheim  | DMH                   | Rebecca deKeyser    | San Gabriel Children's |
|                          | Michael Boroff   | DMH - QI              | Nely Meza-Andrade   | SPIRITT                |
|                          | Marc Borkheim  | DMH - QI              | Rachel Riphagen     | The Family Center      |
|                          | Tamos Jones  | DMH - QI              | Elizabeth Owens     | Tri-City MH            |
|                          | Elizabeth Townsend   | DMH - Certifications  | Keri Zehm           | Tri-City MH            |
|                          | Stacy Morhar   | DMH – Sp. Foster Care | Rosemary Flores     | Trinity                |
|                          | Robin Washington   | DMH - QA              | Katia Perez         | Violence Intervention  |
|                          | Nikki Collier  | DMH - QA              | Nancy Uberto        | D'Veal                 |
|                          | Carmen Vargas  | ENKI                  | Ariana Alvarez      | D'Veal                 |

| Agenda Item & Presenter                            | Discussion and Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks  | Person Responsible & Due Date |
|--|---|---|-------------------------------|
| <b>Call to Order &amp; Introductions</b>           | Dr. Levesque called the meeting to order and followed with self-introductions.  |   |                               |
| <b>Review of Minutes</b>                           | The minutes were reviewed. Two corrections were requested: Vivian Chung reported that she was present at the last meeting and Page 2 the last line for Safety Intelligence reads "intelligent."   | Motion to accept minutes with the two corrections by Natasha Stebbins, and seconded by Stacy Morhar.                        |                               |
| <b>QI/QA Process-San Gabriel Children's Center</b> | Rebecca deKeyser provided a comprehensive overview of the QA/QI process at San Gabriel Children's Center. Examples include monthly meetings and chart reviews. They conduct client surveys twice a year in English and Spanish to measure service, access, and satisfaction. There is also a training for new hires. A yearly plan for performance and compliance is created. They also select 25% of the charts at random and review them. |   |                               |
|  |   |   |                               |
| <b>QI Process</b>                                  | Ms. Owens discussed quality improvement and explained that it's continuous. It includes asking questions about trends, services, medication management, patients' rights, change of providers, grievance. Asking "how can we provide good services to clients? What can we do better?" Moving from quantity to quality. It also includes establishing goals and holding departments accountable for measuring the goals.                    | Please review handout 105.01.   |                               |
| <b>Safety Intelligence</b>                         | Agencies should have received letter for the point person to go into database. Go live date is 5/4/15 and for contractors it will be the middle or end of June. Three training dates. No training yet for contractors. CIOB knows about token issues and they are looking into it.  | Please check to make sure they have received letter. Agencies should go into the database and review what has been entered. |                               |
| <b>Provider Directory</b>                          | Dr. Levesque sent out an email and encouraged others to visit the link. The link is very self-explanatory and has good information.   | Please use the link he got from QI because it has 2014 information.   |                               |

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|---|---|--|-------------------------------|
| <b>Cultural Competency</b>                      | Dr. Borkheim provided an update on upcoming projects that focus on access and capacity building for underrepresented groups: American Indian/Alaska Native (AI/AN), Eastern-European/Middle-Eastern (EE/ME), Latinos, LGBTQ, and Asian Pacific Islanders.   | Please see subsequent email for more information.      |                               |
| <b>Beneficiary Acknowledgment for Receipt</b>   | Dr. Levesque reported that they will be choosing 15 providers every three months and you need fax them the Beneficiary Acknowledgment for Receipt. This will start in May.  |  |                               |
| <b>Test Calls</b>                               | The form has been updated. In June there will be 10 service calls. At the next meeting they will ask for volunteers to do the test calls.   | Please see handout for more information.               |                               |
| <b>MSIP Data</b>                                | Survey training is next week. Surveys will be conducted from May 11 <sup>th</sup> to May 15 <sup>th</sup> . You can download additional surveys. They are pdf fillable so you can enter your site information before you print them.  | Attend training to be informed.                        |                               |
| <b>Training—Sexual Exploitation of Children</b> | Training is on 5/12 and 5/13 and CEUs are available. This training is open to everyone.   | Please see handout for more information.               |                               |
| <b>Policy Update</b>                            | There are many new policies that have been completed. Look at distribution level for the appropriate groups: 1=DMH only and 2=DMH and contractors.  | Please see handout for more information.               |                               |
| <b>DSM and ICD9/10</b>                          | Dr. Levesque reported that on October 1 <sup>st</sup> there will be the transition to the DSM5. Diagnoses in open cases need to be changed to ICD9/10. More information to come every month.  |  |                               |
| <b>Waivered Psychologist</b>                    | Reviewed the handout and explained that when psychologists are not waived, the state will take the money back.  | Please see handout for more information.               |                               |
| <b>DMH Training</b>                             | Dr. Levesque reported that there will be training on 5/14 and 6/8 for documentation. If you register and you cannot attend, you need to call the Lucious Wilson or Nikki to inform them so the spot can be used for people on the waiting list. The goal is to attend training and train others in your agency. There |  |                               |

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|---------------------------|---|--|-------------------------------|
|                           | will also be a training in August for agencies in Southern California.  |  |                               |
| <b>IBHIS—Chart Review</b> | Dr. Levesque reported that the new chart review tool is posted. More will be reported later.  |  |                               |
| <b>Update Code H2010</b>  | Mrs. Ekizian discussed the procedure code manual from the March 2015 DMH website. Special attention was given to medication codes. Page 11 goes over the codes that should be chosen and has more specific information on H2010.  | Refer to website for more information.   |                               |
| <b>Form Bulletin</b>      | A draft of the Clinical form bulletin was reviewed.   | Please see handout for more information.   |                               |
| <b>Handouts</b>           | <ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. March 2015 Minutes</li> <li>3. Brochure—San Gabriel Children's Center</li> <li>4. Policy and Procedure 202.29</li> <li>5. Policy and Procedure 105.01</li> <li>6. Test Call Form</li> <li>7. California Codes—Section 5751.2</li> <li>8. Quality Assurance Bulletin</li> <li>9. Commercial Sexual Exploitation of Children Training</li> <li>10. Clinical Forms Bulletin</li> <li>11. Policy and Procedure Update (4/13/15)</li> </ol> |  |                               |
| <b>Announcements</b>      | Mrs. Ekizian announced a conference on School Violence next Friday at 9am at Almansor Court.  | Please email Mrs. Ekizian for more information/registration. Please let her know ASAP. |                               |
| <b>Next Meeting</b>       | Next Meeting is May 20, 2015 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.  |  |                               |

Respectfully Submitted, Keri Zehm, Tri-City Mental Health